



# Instructions for obtaining COVID-19 test results through MyCHOP

Children's Hospital of Philadelphia (CHOP) uses MyCHOP, a secure patient portal, to provide patients, parents, and legal guardians online access to portions of their child's electronic medical record. COVID-19 test results will be provided via MyCHOP. It is important that you create and activate your account as soon as possible to obtain your child's COVID-19 test results when they become available.

Instructions differ depending on the way you scheduled your COVID-19 test.

## If you scheduled your child's COVID-19 test through the online self-scheduling website or the CHOP COVID Helpline:

### How do I get instructions for setting up a MyCHOP account and/or obtaining an activation code?

If you do not have a MyCHOP account, please call **800-722-7112** for set-up and activation.

### I need to access COVID-19 test results for more than one child through MyCHOP. How can I do this?

You can access charts and results for multiple people using one username/password. To see more than one person's information, place a request to add children to your existing MyCHOP account via our website: [chop.edu/mychop/contact](http://chop.edu/mychop/contact). If you need to speak with a representative, call **800-722-7112**.

### How can I reset my password or obtain MyCHOP support for an existing account?

You can request technical assistance online at [chop.edu/mychop/contact](http://chop.edu/mychop/contact) or by calling MyCHOP support at **215-590-4357**.

### When will I see COVID-19 test results in MyCHOP?

COVID-19 test results will take up to 48 hours to appear in your MyCHOP account. If it has been more than two days since your child's test and you do not see results, please call **800-722-7112**.

## If you scheduled your child's COVID-19 test through your child's CHOP provider:

### How do I get instructions for setting up a MyCHOP account and/or obtaining an activation code?

If you do not have a MyCHOP account, please contact the CHOP provider's office who scheduled your test to ask for your MyCHOP set-up instructions and an activation code.

### I need to access COVID-19 test results for more than one child through MyCHOP. How can I do this?

You can access charts and results for multiple people using one username/password. To see more than one person's information, place a request to add children to your existing MyCHOP account via our website: [chop.edu/mychop/contact](http://chop.edu/mychop/contact). You can also contact your CHOP provider for assistance.

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### When will I see COVID-19 test results in MyCHOP?

COVID-19 test results will take up to 48 hours to appear in your MyCHOP account. If it has been more than two days since your child's test and you do not see results, please contact the CHOP provider who scheduled your child's COVID-19 test.